

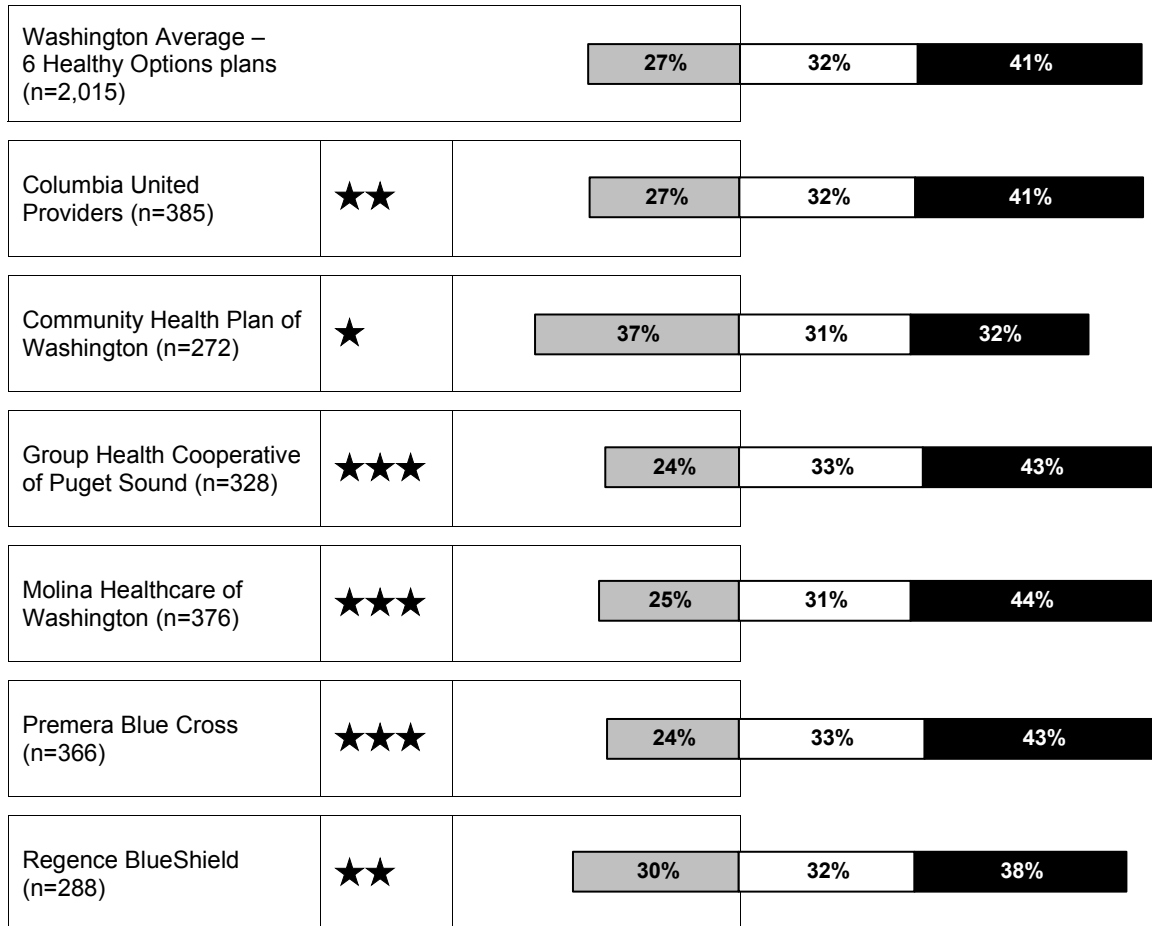
Healthy Options Adult Population

CAHPS Questions

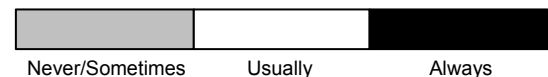
Composite

Getting Care Quickly

This chart summarizes the responses to survey questions 14, 16, 19, and 27 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

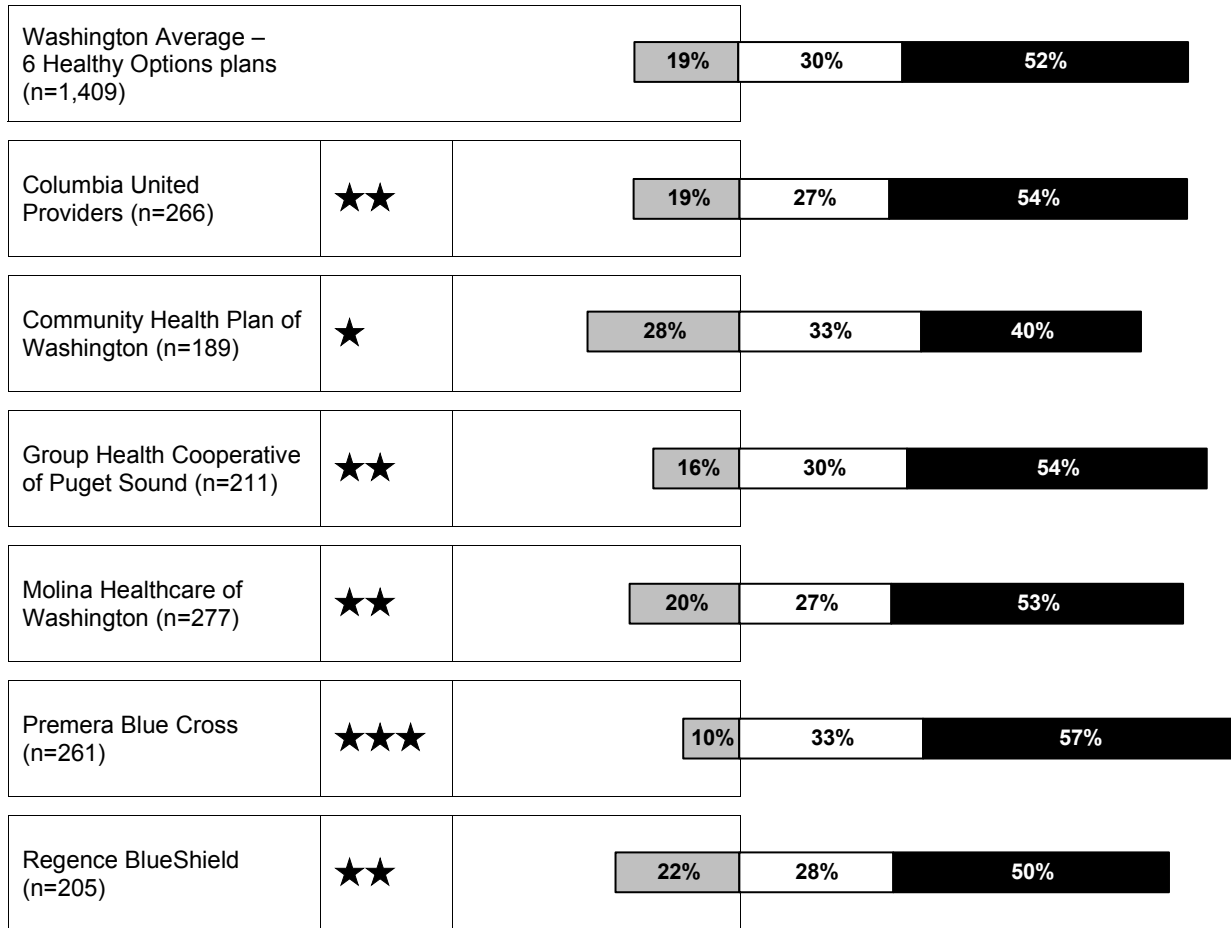
Healthy Options Adult Population

CAHPS Questions

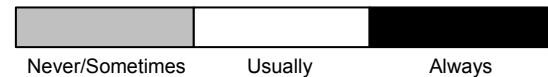
Question 14

Getting Care Quickly

Q14. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

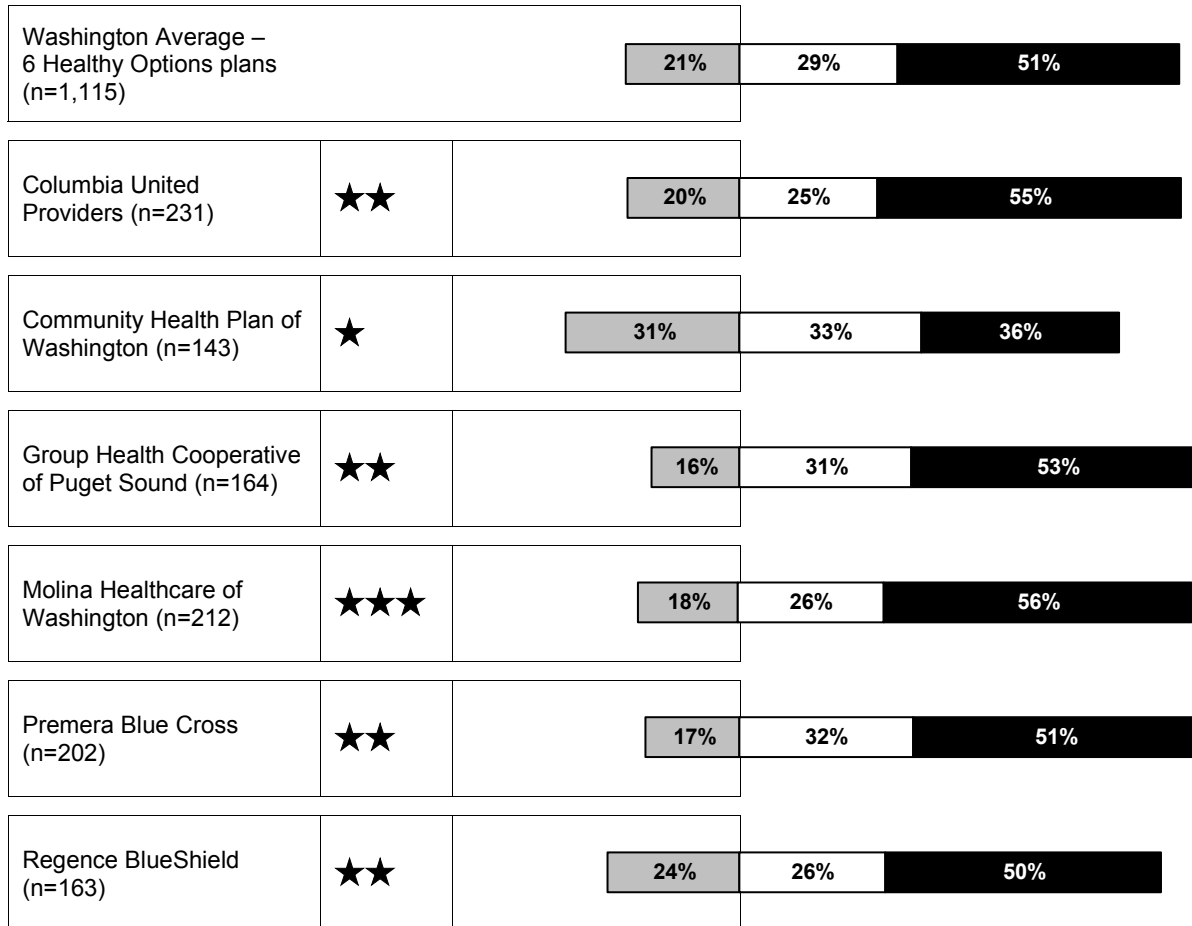
Healthy Options Adult Population

CAHPS Questions

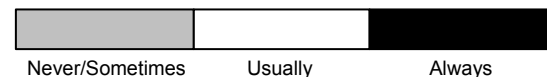
Question 16

Getting Care Quickly

Q16. "In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get the care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

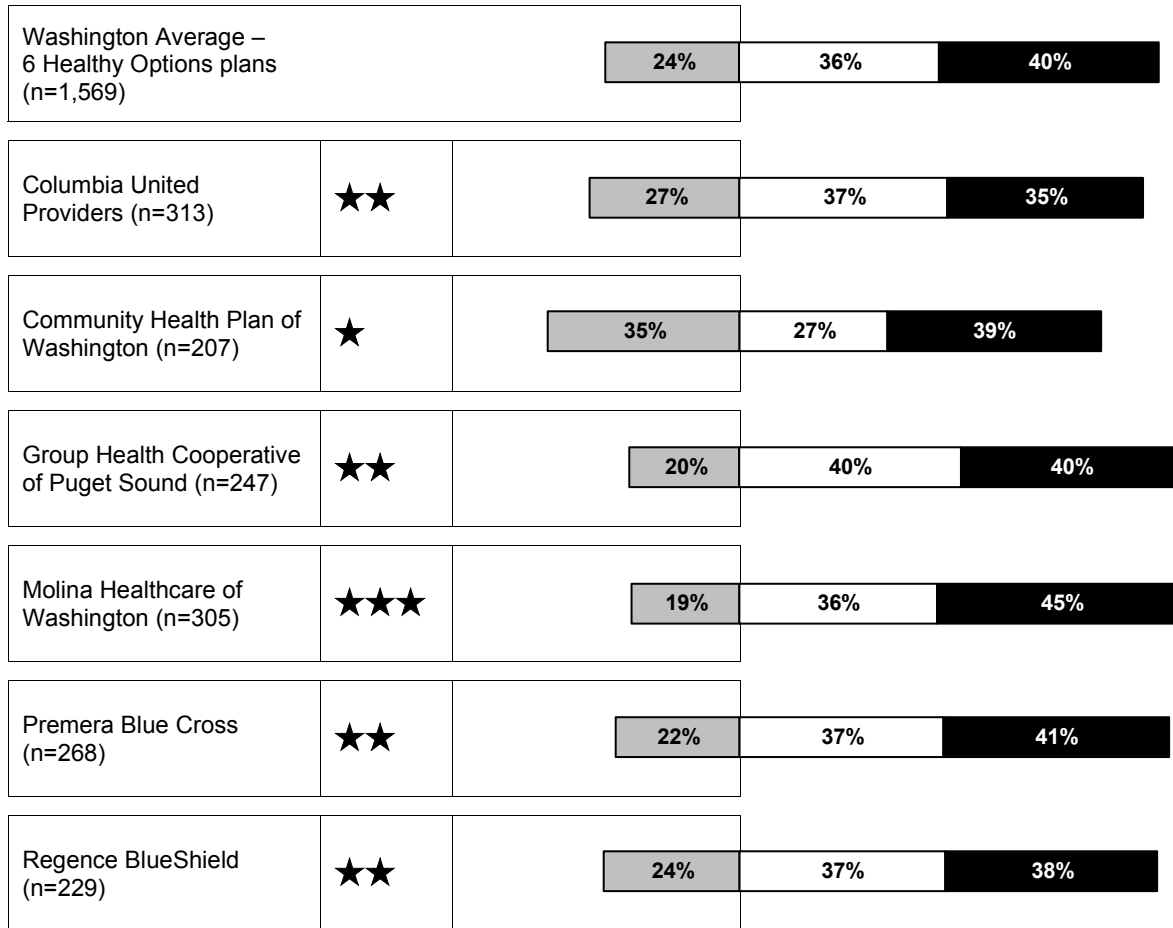
Healthy Options Adult Population

CAHPS Questions

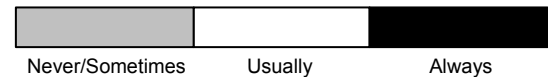
Question 19

Getting Care Quickly

Q19. "In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

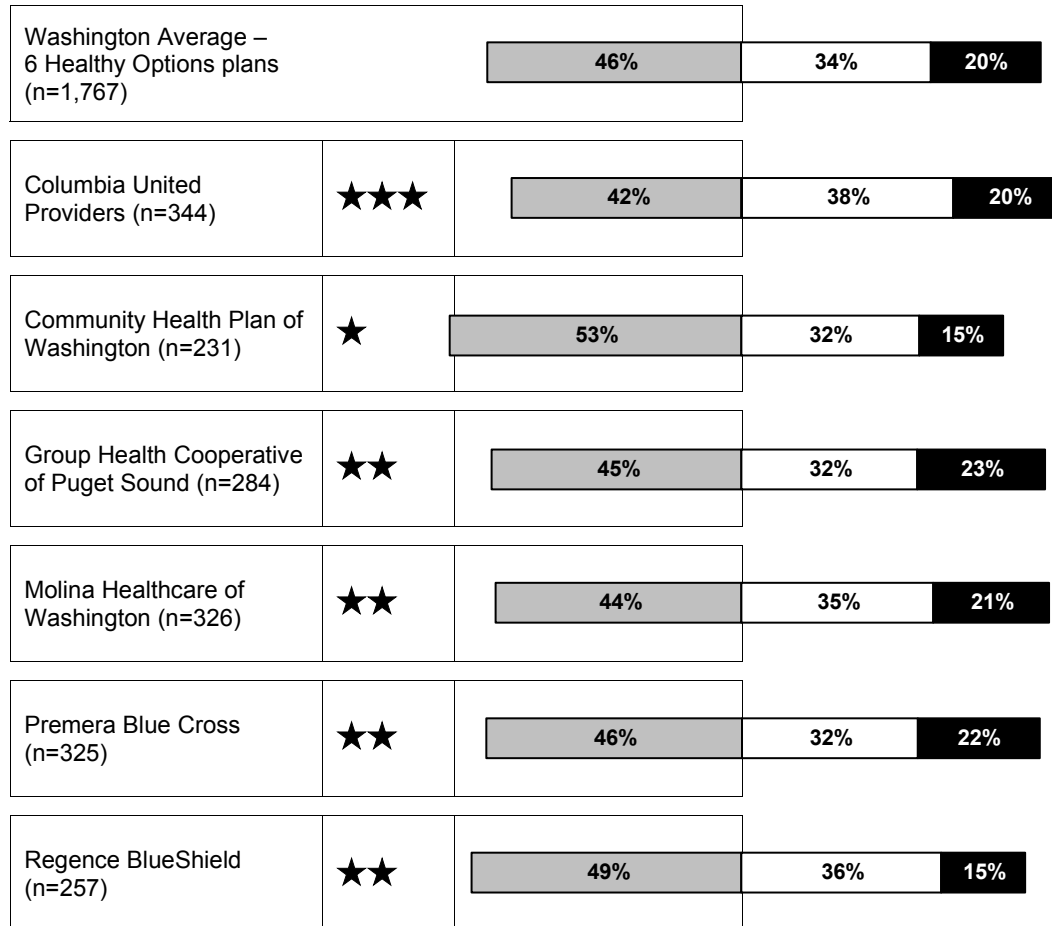
Healthy Options Adult Population

CAHPS Questions

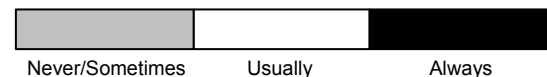
Question 27

Getting Care Quickly

Q27. "In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.